

# UWE Wellbeing Service

## Advice for staff supporting students



As a member of staff you may be the first point of contact for students and may be approached by a student facing problems outside of their studies

### Supporting students with mental health conditions

- Don't single students out or comment on their difficulties in front of others
- Some students find it difficult to ask for help or disclose that they are struggling

### Offer private conversations

- Listen and take the time to talk, in a confidential space, if that feels safe
- Be supportive, respect their position, help to manage expectations and don't assume anything
- Reassure that it is normal to feel stressed at times, without dismissing the student's current experience
- Make a note of private discussions with students, where possible
- Encourage them to access the support available at UWE (PTO for services available)

### Encourage them to look after themselves

- What do they usually do to relax / feel better?
- What have they found useful to cope with difficult experiences in the past?
- Who would be a good person to talk to? Friends, family, partner, flatmates?
- What could they do to look after themselves? Exercise, food, sleep?
- Encourage them to develop routines & structure to the week

### Confidentiality

- Reassure students that what they tell you will remain confidential, unless you are concerned for their safety or the safety of others
- Explain to students if you are required to share information with a supervisor or within a team, so they can decide how much to disclose
- If you think it would be useful for additional staff to be aware of the student's difficulties, to enable staff to provide appropriate support, discuss it with the student and gain their consent to share limited information with specific members of staff

### Academic staff

- Please provide lecture slides 48 hours in advance, whenever possible
- Some students may prefer to sit near the front / back / exit
- If a student transfers onto your course, they may find it difficult to catch up, make friends and settle in. Please be aware of this and consider if there is anything you could do to help them feel included
- Some students may find it difficult to attend university and then feel very self-conscious when returning
- If appropriate, inform students about Disability & Wellbeing to ensure they receive the support available

### Accommodation staff

If a student appears to be struggling with a mental health problem, it may be that their flatmates also need support. If appropriate, please offer them a private chat or suggest they complete the online form to access Wellbeing support. Please also refer them to the Wellbeing website, which has a range of self-help materials which may help students to understand more about their flatmate's difficulties and the range of support available for themselves and their flatmate.

### Suicidal thoughts

Having suicidal thoughts can be very concerning but do not necessarily mean that a student will act on them. Suicidal thoughts are more risky when they include specific plans, impulsiveness or hopelessness. Students need to make plans for how to keep themselves safe and find alternative ways to find relief from their painful feelings. Please refer students to the Samaritans, UWE Wellbeing Service, their GP and/or [www.studentsagainstdepression.org](http://www.studentsagainstdepression.org) which has information on surviving suicidal thoughts and making a Safety Plan. If a student appears to be very determined to act upon their suicidal thoughts, it is appropriate to call the crisis team or emergency services (details below).

### Support for staff

Supporting students can be challenging and it is important to maintain boundaries and look after yourself. If you would like to have some professional support, UWE staff can access free confidential counselling through the Employee Assistance Programme. Call 0800 111 387 or register at [www.wellness.rightmanagement.co.uk/login](http://www.wellness.rightmanagement.co.uk/login)

# Support available for students



## UWE Wellbeing Service

- Provides mental health support, brief counselling and self-help information and resources online
- If staff are concerned about a student, they are welcome to contact Wellbeing for a consultation on how to best support the student. Duty Practitioners are available Monday – Friday, 2pm - 4pm
- We cannot take referrals from 3<sup>rd</sup> parties: students need to contact the Wellbeing Service directly if they wish to have support. Students are more likely to attend appointments if they request support for themselves
- Please ask students to register online [www.uwe.ac.uk/wellbeing](http://www.uwe.ac.uk/wellbeing), call 0117 32 86268 or use QR code above
- We truly understand staff concerns about students, however this is a confidential service so we are unable to discuss any information, including whether an individual student is accessing the service, unless we have their written consent

## Support at UWE

- **Disability Service** can provide reasonable adjustments for students with medical evidence of a mental health condition; dyslexia; specific learning difficulty, physical disability or medical condition. Support may include specialist mentoring, specialist one to one tuition, adjustments to deadlines and exams and applying for DSA. Please ask students to book an appointment with a Disability Adviser, through an InfoPoint.
- **InfoPoints** can book appointments with Student Support Advisers, Money Advisers, Disability Advisers etc. Students can drop in, go to [www.uwe.ac.uk/students/informationpoints](http://www.uwe.ac.uk/students/informationpoints) or call 0117 32 85678
- **Faith and Spirituality** offers pastoral care for people of all faiths or none. Chaplains from a range of faiths are also available for advice and guidance. Please email [faith@uwe.ac.uk](mailto:faith@uwe.ac.uk), call 0117 32 82334 or drop into The Community Hub, Frenchay, Monday – Friday 9.30am – 4.30pm
- **Study support** is available including Peer Assisted Learning (PALs), online and one-to-one study skills via [www.uwe.ac.uk/students/studysupport](http://www.uwe.ac.uk/students/studysupport)
- **Emotional resilience workshops**: run by students for students [www.uwe.ac.uk/resilience](http://www.uwe.ac.uk/resilience)
- **If the difficulties may affect their ability to complete an assessment**, students with evidence of a mental health condition might be able to apply for [adjustments to their assessment](#) or [extenuating circumstances](#) or 5 working day extension through the UWE InfoPoint website above

## Drugs / alcohol

If a student appears to have difficulties with alcohol or drugs, please let them know they can self-refer to Bristol Drug Project (BDP): the first point of contact for accessing Recovery Orientated Alcohol and Drug Services (ROADS). Anyone can phone / drop in:

11 Brunswick Square, Bristol, BS2 8PE  
Tel: 0117 987 6000  
Email: [info@bdp.org.uk](mailto:info@bdp.org.uk)

Monday - Friday: 9am – 8pm  
Saturday: 10am – 5pm  
Sunday: closed

Please encourage students to see their GP and complete the online form to access Wellbeing support; however, they may find it easier to access the Bristol Drug Project directly if they are concerned about their university / NHS records. It is important to get medical advice on how to withdraw safely if they are taking large amounts of alcohol or drugs.

[www.talktofrank.com](http://www.talktofrank.com) offers confidential advice on drugs, including legal highs, live chat (2-6pm), SMS 62111 or email.

## I need URGENT help...

- **Bristol Mental Health Crisis Service:** 03005550334  
[www.bristolmentalhealth.org](http://www.bristolmentalhealth.org) This is a 24/7 NHS service. Students can self-refer or you can call and refer them.
- **Samaritans:** 24 hour listening service free to call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org) [www.samaritans.org](http://www.samaritans.org)
- **Bristol Mind:** 0808 808 0330 (Weds – Sun, 8pm - 12pm) [www.bristolmind.org.uk](http://www.bristolmind.org.uk)
- **Out of hours GP:** 111
- **UWE Security:** 86404
- **Police:** for emergency calls 999, for non-emergency calls 101

